

**KYVL ONLINE RESOURCES
CUSTOMER SATISFACTION SURVEY
PUBLIC LIBRARIES**

Help us provide you with the online information resources that you need. Please complete the following survey and submit it to us.

I am a

- ☐ Library Customer
- ☐ Librarian
- ☐ Library Staff Member

There are two ways that you can search these resources after you click on the Find Books, Articles and More link. One is by a group of databases (online resources) by subject area. The other is to directly connect to the resource provider. Please respond where appropriate.

Search a Group of...Databases: Online Resource Name	Poor	Fair	OK	Good	Excellent	Not Applicable
General & Reference						
Education						
Arts & Humanities						
Science & Medicine						
Business & Economics						
Social Sciences						

Connect Directly to: Online Resource Name	Poor	Fair	OK	Good	Excellent	Not Applicable
Magazines and Articles—All topics—EBSCO						
Magazines and Articles—Computing ProQuest						
Magazines and Articles—Career and Technical Education--ProQuest						
Magazines and Articles—AltPress Watch—ProQuest						
Encyclopedia Americana—Grolier						
Biographies—Wilson						
NoveList						
OCLC FirstSearch						
International Index to Music Periodicals						

If there are other specific databases that are not listed that you have found to be helpful, please list them: _____

Overall, would you rate this group of KYVL online resources?

- ☐ Poor
- ☐ Fair
- ☐ OK
- ☐ Good
- ☐ Excellent

Which of the following subject areas would you like to be better covered in the KYVL online resources?

- | | | | |
|---|-------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Biology | <input type="checkbox"/> Business | <input type="checkbox"/> Chemistry | <input type="checkbox"/> Computer Science |
| <input type="checkbox"/> Current Events | <input type="checkbox"/> Education | <input type="checkbox"/> Engineering | <input type="checkbox"/> History |
| <input type="checkbox"/> Library Science | <input type="checkbox"/> Literature | <input type="checkbox"/> Mathematics | <input type="checkbox"/> Medicine |
| <input type="checkbox"/> Physical Science | <input type="checkbox"/> Psychology | <input type="checkbox"/> Sociology | <input type="checkbox"/> Technology |

What subject areas other than those listed above would you like to see as a part of the KYVL online resources? _____

If there are specific databases which you would like to see added to the KYVL online resources, please list them

If you would be willing to participate in an email focus group, please provide your name and e-mail address.

Thank you for your help!

Return completed form to

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